

9/504330

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From: cnguyen9@cox.net
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Results of Search in 1976 to present db for:

((((SPEC/acd AND SPEC/skill) AND SPEC/agent) AND SPEC/schedule) AND SPEC/simulation):
 13 patents.

Hits 1 through 13 out of 13

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- | PAT. NO. | Title |
|--------------|--|
| 1 6,671,818 | T <u>Problem isolation through translating and filtering events into a standard object format in a network based supply chain</u> |
| 2 6,639,982 | T <u>Method and apparatus for agent forcing and call distribution for large team call servicing</u> |
| 3 6,606,744 | T <u>Providing collaborative installation management in a network-based supply chain environment</u> |
| 4 6,480,600 | T <u>Call and data correspondence in a call-in center employing virtual restructuring for computer telephony integrated functionality</u> |
| 5 6,434,231 | T <u>Virtualized computer telephony integrated link for enhanced functionality in call centers</u> |
| 6 6,359,981 | T <u>Virtualized computer telephony integrated link for enhanced functionality in call centers</u> |
| 7 6,335,927 | T <u>System and method for providing requested quality of service in a hybrid network</u> |
| 8 6,205,412 | T <u>Methods in computer simulation of telephony systems</u> |
| 9 6,198,739 | T <u>Voice extensions in a call-in center employing virtual restructuring for computer telephony integrated functionality</u> |
| 10 6,044,355 | T <u>Skills-based scheduling for telephone call centers</u> |
| 11 5,999,525 | T <u>Method for video telephony over a hybrid network</u> |
| 12 5,867,495 | T <u>System, method and article of manufacture for communications utilizing calling plans in a hybrid network</u> |
| 13 5,867,494 | T <u>System, method and article of manufacture with integrated video conferencing billing in a communication system architecture</u> |